


FORM PTO-1390 (REV. 1-99)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTORNEY'S DOCKET NUMBER <b>36968/191614</b>
<b>TRANSMITTAL LETTER TO THE UNITED STATES DESIGNATED/ELECTED OFFICE (DO/EO/US) CONCERNING A FILING UNDER 35 U.S.C. 371</b>			U.S. APPLICATION NO. (if known, see 37 CFR 1.5) <b>09/486787</b>
INTERNATIONAL APPLICATION NO. <b>PCT/US99/15137</b>	INTERNATIONAL FILING DATE <b>06 July 1999 (06.07.1999)</b>	PRIORITY DATE CLAIMED <b>06 July 1998 (06.07.1998)</b>	
TITLE OF INVENTION <b>Dispatch Application Utilizing Short Message Service</b>			
APPLICANT(S) FOR DO/EO/US <b>John P. Hart and Wayne H. Smith</b>			
Applicant herewith submits to the United States Designated/Elected Office (DO/EO/US) the following items and other information:			
1.	<input checked="" type="checkbox"/>	This is a FIRST submission of items concerning a filing under 35 U.S.C. 371.	
2.	<input type="checkbox"/>	This is a SECOND or SUBSEQUENT submission of items concerning a filing under 35 U.S.C. 371.	
3.	<input type="checkbox"/>	This express request to begin national examination procedures (35 U.S.C. 371(f)) at any time rather than delay examination until the expiration of the applicable time limit set in 35 U.S.C. 37 (b) and PCT Articles 22 and 39(1).	
4.	<input type="checkbox"/>	A proper Demand for International Preliminary Examination was made by the 19th month from the earliest claimed priority date.	
5.	<input checked="" type="checkbox"/>	A copy of the International Application as filed (35 U.S.C. 371(c)(2))	
	a. <input type="checkbox"/>	is transmitted herewith (required only if not transmitted by the International Bureau).	
	b. <input type="checkbox"/>	has been transmitted by the International Bureau.	
	c. <input checked="" type="checkbox"/>	is not required, as the application was filed in the United States Receiving Office (RO/US).	
6.	<input type="checkbox"/>	A translation of the International Application into English (35 U.S.C. 371(c)(2)).	
7.	<input checked="" type="checkbox"/>	Amendments to the claims of the International Application under PCT Article 19 (35 U.S.C. 371(c)(3))	
	a. <input type="checkbox"/>	are transmitted herewith (required only if not transmitted by the International Bureau).	
	b. <input type="checkbox"/>	have been transmitted by the International Bureau.	
	c. <input type="checkbox"/>	have not been made; however, the time limit for making such amendments has NOT expired.	
	d. <input checked="" type="checkbox"/>	have not been made and will not be made.	
8.	<input type="checkbox"/>	A translation of the amendments to the claims under PCT Article 19 (35 U.S.C. 371 (c)(3)).	
9.	<input checked="" type="checkbox"/>	An oath or declaration of the inventor(s) (35 U.S.C. 371(c)(4)).	
10.	<input type="checkbox"/>	A translation of the annexes of the International Preliminary Examination Report under PCT Article 36	
11.	<input type="checkbox"/>	An Information Disclosure Statement under 37 CFR 1.197 and 1.98	
12.	<input checked="" type="checkbox"/>	An assignment document for recording. A separate cover sheet in compliance with 37 CFR 3.28 and 3.31 is included.	
13.	<input type="checkbox"/>	A FIRST preliminary amendment.	
	<input type="checkbox"/>	A SECOND or SUBSEQUENT preliminary amendment.	
14.	<input type="checkbox"/>	A substitute specification.	
15.	<input type="checkbox"/>	A change of power of attorney and/or address letter.	
16.	<input checked="" type="checkbox"/>	Other items or information:	
<p>I hereby certify that this Transmittal Letter to the United States Designated/Elected Office (DO/EO/US) Concerning a Filing under 35 U.S.C. 371, along with any paper referred to as being attached or enclosed, is being deposited with the United States Postal Service on the <u>2nd</u> day of <u>March</u>, 2000 in an envelope as "Express Mail Post Office to Addressee" service under 37 CFR 1.10, Mailing Label Number EL512911232US addressed to the Box PCT, Assistant Commissioner for Patents, Washington, D.C. 20231.</p> <p style="text-align: right;"><i>Odessa S. Roberts</i></p>			

U.S. APPLICATION NO. <b>09/486787</b>		INTERNATIONAL APPLICATION NO. <b>PCT/US99/15137</b>	ATTORNEY'S DOCKET NUMBER <b>36968/191614</b>
17. <input checked="" type="checkbox"/> The following fees are submitted <b>BASIC NATIONAL FEE (37 CFR 1.492(a)(1)-(5)):</b>  Neither international preliminary examination fee (37 CFR 1.482) nor international search fee (37 CFR 1.445(a)(2)) paid to USPTO and International Search Report not prepared by the EPO or JPO \$970.00  International preliminary examination fee (37 CFR 1.482) not paid to USPTO but International Search Report prepared by the EPO or JPO \$840.00  International preliminary examination fee (37 CFR 1.482) not paid to USPTO but international search fee (37 CFR 1.445(a)(2)) paid to USPTO \$690.00  International preliminary examination fee (37 CFR 1.482) paid to USPTO but all claims did not satisfy provisions of PCT Article 33(1)-(4) \$670.00  International preliminary examination fee (37 CFR 1.482) paid to USPTO and all claims satisfied provisions of PCT Article 33(1)-(4) \$96.00			<b>CALCULATIONS PTO USE ONLY</b>
<b>ENTER APPROPRIATE BASIC FEE AMOUNT</b> =			\$ 690.00
Surcharge of \$130.00 for furnishing the oath or declaration later than <input type="checkbox"/> 20 <input type="checkbox"/> 30 months from the earliest claimed priority date (37 CFR 1.492(e)).			\$ 0.00
<b>CLAIMS</b>	<b>NUMBER FILED</b>	<b>NUMBER EXTRA</b>	<b>RATE</b>
Total claims	16 - 20 =	0	X \$18.00
Independent claims	3 - 3 =	0	X \$78.00
MULTIPLE DEPENDENT CLAIM(S) (if applicable)			+ \$260.00
<b>TOTAL OF ABOVE CALCULATIONS</b> =			\$ 690.00
Reduction of 1/3 for filing by small entity, if applicable. A Small Entity Statement must also be filed (Note 37 CFR 1.9, 1.27, 1.28)			\$ 0.00
<b>SUBTOTAL</b> =			\$ 690.00
Processing fee of \$130.00 for furnishing the English translation later than <input type="checkbox"/> 20 <input type="checkbox"/> 30 months from the earliest claimed priority date (37 CFR 1.492(f)).			\$ 0.00
<b>TOTAL NATIONAL FEE</b> =			\$ 690.00
Fee for recording the enclosed assignment (37 CFR 1.21(h)). The assignment must be accompanied by an appropriate cover sheet (37 CFR 3.28, 3.31). \$40 per property			\$ 40.00
<b>TOTAL FEES ENCLOSED</b> =			\$ 730.00
			Amount to be refunded: \$
			charged: \$
a. <input checked="" type="checkbox"/> A check in the amount of \$730.00 to cover the above fees is enclosed. b. <input type="checkbox"/> Please charge my Deposit Account No. 11-0855 in the amount of \$_____ to cover the above fees. A duplicate copy of this sheet is enclosed. c. <input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account No. 11-0855. A duplicate copy of this sheet is enclosed.			
NOTE: Where an appropriate time limit under 37 CFR 1.494 or 1.495 has not been met, a petition to revive (37 CFR 1.137(a) or (b)) must be filed and granted to restore the application to pending status.			
CORRESPONDENCE ADDRESS:		CUSTOMER NUMBER BAR CODE LABEL	
John S. Pratt, Esq.		 <b>23370</b>	
KILPATRICK STOCKTON LLP		SIGNATURE	
1100 Peachtree Street, Suite 2800		Name: Mitchell G. Stockwell	
Atlanta, Georgia 30309-4530		Registration No. 39,389	
PATENT TRADEMARK OFFICE			

**DISPATCH APPLICATION UTILIZING SHORT MESSAGE SERVICE****RELATED APPLICATIONS**

This application claims priority under U.S. law to United States provisional  
5 patent application no. 60/091,810, filed July 6, 1998, which application is hereby  
incorporated in its entirety by this reference.

**TECHNICAL FIELD**

This invention relates to personal communications systems (PCS) and, more  
10 particularly, to providing wireless "e-mail" type messaging services between mobile  
service technicians and a dispatcher. Methods and apparatus for implementing  
such services are disclosed, including methods of using cellular technology  
operating according to the GSM (Global System for Mobiles) protocol.

**BACKGROUND OF THE INVENTION**

For many years various public utilities, public transportation companies and  
other organizations that use a highly mobile fleet of service personnel have  
dispatched orders to those personnel via wireless radio or cellular phone calls. Such  
dispatch systems are expensive because they tend to be smaller than public  
15 systems and thus use equipment that is manufactured in small volumes, which  
eliminates economies of scale. Likewise, such systems often involve creating an  
expensive private network from scratch. On the other hand, public wireless  
telecommunication networks, including cellular and PCS, have recently become far  
more ubiquitous, feature rich and cost effective. Those systems have not, until  
20 recently, provided the type of messaging capability best suited for managing  
dispatch operations.

That has changed with the advent of SMS services. SMS (or Short Message  
Service) is part of the Global System for Mobile communications (GSM) digital  
standard, originally only at 900 MHz but later also at 1800 MHz (also known as DCS  
30 1800), 1900 MHz (also known as PCS 1900) and 800 MHz (E-GSM). SMS provides  
the ability to send and receive short messages of up to 160 characters of text

through a mobile terminal, or cell phone. The SMS service functions similarly to two-way paging, but it is rapidly evolving into an electronic messaging ("e-mail") system. With the appropriate software, users may send, receive, and forward messages from a personal computer (PC) to single addressees, or groups of addressees. These SMS messages are managed by the user's telephone Service Center in a "store and forward" manner, similar to e-mail, such that delivery is guaranteed. Thus, when the target telephone is unavailable due to being out of service area, etc., the network will hold the message and deliver it shortly after the phone comes back into range. The message can be sent by a central paging service, or by a compatible handset.

Not all digital phones are capable of transmitting SMS messages, but most current digital phones can receive them, as long as the network operator has the facility enabled. The SMS message text may be keyed into the mobile phone using the phone's keypad, and with some telephone models, through a full QWERTY keyboard with which the model is adapted to interface.

Under the GSM protocol each network provides one or more Service Centers, and each of these can send to any GSM mobile on any network. These Service Centers ("SC") provide a store-and-forward SMS function, which holds the message until it can be delivered or until a SMSC timeout occurs. In SMS operation, a user may enter a correspondent's (or addressee's) mobile number, type a message, and forward the message to the user's SC. The SC address is normally stored in the phone and/or SIM card. The cellular exchange routes the SMS message in an SCCP packet within the GSM's TDMA frame format. International SCCP messages are routed based on a Global Title. The Global Title used for SMS is the Service Center address. The SCCP packet is passed from exchange to exchange until it reaches the destination Service Center. Each exchange along the route inspects the Global Title and uses this to route the message to the next exchange in the chain.

Once the message is received at the correspondent's SC, the addressed center sends back a confirmation in a return SCCP packet, either directly to the user's SMSC or to the nearest exchange, and the confirmation is routed in similar fashion back to the original cellular exchange and on to the user's mobile unit. When

a message is received by the phone, it will be stored in the SIM (subscriber identity module) smart card, and will be available to be read whenever needed. It will be saved until you delete it, allowing use as a simple notepad. Most phones can be configured to beep when a message is received, or just light up an indicator on the display if beeping would be unacceptable. Depending upon the phone and the SIM, you can usually store between 5 and 50 messages. SMS is also used for "internal" messages, such as activating a new mobile telephone, remote programming of telephone numbers into a user's SIM telephone directory, and alerting the user of voicemail.

It is desirable to use SMS messaging to dispatch orders to service providers. In order to further automate and manage dispatch orders to multiple service technicians or providers, gateway software must be developed by which SMS messages may be sent and received to a computer, and displayed in a WINDOWS based application format on a monitor. The gateway software connects the computer to a GSM handset via an interface, such as a data card or special cable, and allows the user to access all the messages currently stored in the phone, send new messages, and even have incoming messages sent straight through to the user's computer (without the phone beeping). Such a gateway would also enable an address book through which messages can be sent to one or multiple technicians on a distribution list, in one action, although the messages are actually sent or transmitted one after the other.

### SUMMARY OF THE INVENTION

The present invention uses a dispatch communication protocol, preferably based on the SMS function of the GSM specification, to alternately exchange messages among a dispatcher and one or more remote service technicians in a prescribed format to enter event information into a customer service record. The message exchange between dispatcher and technician is formatted in accordance with the business record format of the service organization, such that the message response of either party is queued to an ordered field entry in a customer service

record.

In one embodiment, the dispatch messaging may be implemented in the SMS function of the PCS 1900 derivative of the GSM protocol. Communication devices, including cellular phones, wireless transceivers or the like, are adapted to formulate and receive SMS messages. At least one such communication device is coupled to each service technician's mobile computer, which could be a laptop or personal organizer (such as a PalmPilot®, Wizard, or other hand-held computer). Alternatively, the communication device can have a computer integrated with the wireless transceiver, such as "smart-phones" like the Nokia 9000.

A dispatch computer acts as a central processor for formulating work orders for dispatch to service technicians' communication devices and for receiving updates from such technicians regarding the status of work orders. The dispatch computer formulates each new work order into a message with the appropriate protocol, such as SMS. The dispatch computer forwards the message to the selected service technician via a wireless communications network capable of delivering the SMS (or other) message. To forward the message, the dispatch computer either couples directly to the network or initiates a wireless SMS communication. For instance, the dispatch computer may couple to the SMS via a TCP/IP connection. Messages for service technicians are transferred via a TCP/IP session from the dispatch computer to the SMSC. Or, the dispatch computer can be coupled to a communication device for formatting the work order into an SMS message and sending it over the wireless network. In either event, the network thereafter routes the messages to the selected service technician.

The dispatch computer may couple to a database that stores various work orders and indicates their status. SMS messages from service technicians inform the dispatch computer of any status changes, which information is used to update the database. A graphical user interface allows the dispatch operator to view the status of work orders in the database, to search the database, to update the database records manually, to inform the dispatch operator of which service technicians are available, or to create new work orders. Fields are provided for the

new work orders, which thereafter are formulated into SMS messages and sent by command of the dispatch operator as described above to the selected service technician.

By taking advantage of an existing wireless communications protocol such as GSM, the present invention avoids the necessity of building and maintaining a separate data network for managing work orders. Other existing wireless protocols may be used with the management aspects of this invention, including by way of example a two way paging service or messaging via the GPRS protocol.

This invention aims to achieve one, multiple, or combinations of the following objectives:

- To provide methods and apparatus for establishing interactive wireless message communications between a central dispatcher and one or more service technicians.
- To establish a bi-directional dispatch per call that facilitates message forwarding and retrieval in non-real time.
- To provide an electronic messaging protocol that allows a central dispatcher and a field service technician to interactively access and complete a service customer's record.
- To take advantage of the presently available and deployed short messaging service standard within the GSM wireless telecommunications protocol in order to provide dispatch management.
- To provide SMS dispatch software configured with the mobile telephone numbers or other identifiers of various service technicians who will fulfill the dispatch order.

These and other objects, features, and advantages of the present invention will become more apparent in light of the following detailed description of an embodiment thereof, as illustrated in the accompanying Figures.

#### BRIEF DESCRIPTION OF FIGURES

Fig. 1 is a schematic diagram of apparatus in which the message protocol of

the present invention may be implemented.

Fig. 2 is an illustration of one screen display of a menu-based program embodying exemplary message management methods of the present invention.

Fig. 3 is an illustrative diagram of another screen display of the menu-based program of Fig. 2.

Fig. 4 is a flow chart depicting exemplary dispatch applications main program flow.

Fig. 5 is a flow chart depicting exemplary steps for processing new messages.

Fig. 6 is a flow chart depicting exemplary steps for creating a new ticket and sending the ticket to a service provider.

Fig. 7 is a flow chart depicting exemplary steps for viewing selected tickets within the dispatch application.

Fig. 8 is a flow chart depicting exemplary steps for viewing and managing all tickets in the dispatch application.

### DETAILED DESCRIPTION

Reference will now be made in detail to alternative embodiments of the invention, examples of which are illustrated in the accompanying drawings. Wherever possible, the same reference numbers will be used throughout the drawings to refer to the same or like parts.

#### Terminology:

Before describing the drawings and embodiments in more detail, several terms are described below in an effort to clarify the terminology used in this document. Additional and fuller understanding of these terms will be clear upon reading this entire document:

- Communication device: A communication device is a handset, cellular phone, cellular transceiver or other hardware capable of sending or receiving wireless messages according to this invention. By way of example, communication devices include both "smart-phones" that



integrate computer processors with cellular transceivers, as well as the basic hardware and firmware needed to send and receive wireless messages, such as the wireless transceiver alone.

- Dispatch order: A dispatch order is a work order related to a particular job or task assigned a selected service technician by the dispatcher. The job or task can vary according to the particular type of service being performed by the technician (e.g., the technician may be servicing electrical lines, meters, water & gas lines, telephone lines, or providing other services such as cleaning, security, landscaping, delivery, etc.) Also, dispatch orders include general orders or information sent to all service technicians, as well as merely job specific orders.

#### Overview

This invention uses a client-service architecture in which the dispatch computer operates as a server to multiple "client" smart-phones or to communication devices coupled to a computer. Many alternative embodiments exist in which the "client" smart-phones can be replaced with a "client" comprising a computer (or personal digital assistant, organizer, laptop, or the like) and an appropriate communication device with SMS functionality. For instance, many service providers have equipped their service technicians with laptop computers or personal digital assistants in order for the field technicians to track dispatch orders and other service information. Such mobile computers can be coupled to any cellular phone equipped with a transceiver and SMS functionality (or to just the hardware for transceiving messages or implementing SMS functionality). Such communication devices may be less expensive than the smart-phones, but still allow the user full SMS connectivity back to the server dispatch computer.

In one embodiment, the user may acquire two or more cellular telephones and subscribe to a cellular service for these phones that allows for the origination of Short Messages from his handset. All PCS-1900 phones are capable of originating and receiving short messages, but often the ability to originate messages is usually sold as an option and must be paid for by subscribers. The phones utilized with this

invention can thus be any available handset including those that have serial connections to a computer or the newer "smart" phones that have integrated keyboards and displays similar to personal digital assistants. If the user chooses to use a smart phone, then it is not necessary to purchase or provide a personal computer with that telephone.

To implement one embodiment of the invention, a "smart" phone may be used for the driver's computer and communication device. For the dispatcher, an IBM compatible computer connected to a PCS-1900 handset, such as Nokia's 5190 handset, via a serial data cable. Custom dispatch software may be created utilizing Microsoft Visual Basic version 5.0 that will run on any personal computer that is using any of Microsoft Windows 95, Windows 98, Windows NT, or Windows CE. Of course, persons skilled in the art will recognize that similar software may be created to run on other operating systems. In any event, the dispatch software (described below) connects the telephones with a dispatch order or job ticket database and manages both incoming and outgoing SMS (or other) messages.

Figure 1 shows one embodiment of the present invention, depicting the personal communication devices 110, 112 that may be used by the communicating parties. Such devices may be BellSouth Mobility DCS handsets that utilize the FCC allocated frequencies in the 1.9 GHz radio spectrum and that are based on the GSM protocol. These wireless handsets 110, 112 are available from the BellSouth Corporation, and require the user to subscribe to a Mobile Originate Short Message Service that allows a message of up to 160 ASCII characters to be sent from one handset to another or other services such as PCS or the like. It should be understood, however, that the present invention utilizes the Short Message Service capability, regardless of the particular cellular handset technology or its frequency, and that the present messaging protocol can be developed for either TDMA or CDMA handsets.

Figure 1 shows routing of messages to and from service technicians' handsets 110 via a cellular network's infrastructure 140 and Mobile Switching Center ("MSC") 141. SMSC 142 receives the messages from MSC 141 and routes the

messages to the appropriate destination.

By leveraging the ability to quickly and accurately send short messages between handsets, dispatch software allows for automation and management of dispatch operations. For example, this invention could allow a dispatcher equipped with a PCS-1900 handset 112 to send details about a pending job to a service technician who is located in the field. The service technician's handset 110 receives the message, converts it to a format that represents a job ticket and displays it on the service technician's computer 120. The service technician then follows the instructions in the job ticket, an example of which is shown in Figure 3. Thus, the technician may drive to the address specified in the job ticket and perform the necessary work. Upon completion of this work, the driver changes the job status in the ticket (e.g. to completed, part needed, or some other appropriate description) and sends the information back to the dispatcher via the SMS capabilities in his handset 110.

A database may be configured with a list of names and phone numbers of service technicians. These names and numbers correspond to the individual service technicians receiving open job tickets. For example, if Bill Smith is a technician who assigned mobile number 123-456-7890 then that information will be provided in a database for use with the SMS dispatch software. Once an identifying mobile number is entered into the SMS dispatch software, whenever the dispatcher specifies a message for Bill Smith, the message will be sent to the identified mobile number 123-456-7890. Of course, other indicia may be used to identify service technicians if other communications protocols are used to implement certain aspects of this invention. Further, the database may be used to support messages to all or groups of technicians within the database.

When the dispatcher's computer 130 receives a reply message from a service technician, it will notify the dispatcher that the job is completed, delayed, etc. On her screen, the job ticket 300 is moved into the appropriate category, such as from the open tickets listing to the closed tickets listing. The dispatcher then has the ability to review the information the driver entered into the ticket. Figure 2 depicts exemplary

information that may be made available for viewing by the dispatcher, including each service technicians' 210, 212, 214 open and closed tickets, as well as various functions the dispatcher can initiate. For instance, Figure 2 shows that the dispatcher can use the create new ticket function 220 if a new work order arrives.

- 5 The dispatcher can also use the view selected tickets 222 or view all tickets 224 functions to determine status of work orders and capacity of particular service technicians. An exit function 226 closes out the program.

#### Alternative Embodiments

- Although this invention may be deployed over a GSM network outfitted with
- 10 SMS capability, alternative architectures and protocols may be used to transfer the messages from a dispatch computer to service technicians and vice versa. For instance, an alternative embodiment of this invention may use the architecture and protocols of the General Packet Radio System ("GPRS"), two-way paging networks, or other wireless protocols that allow transfer of short data messages to and from
- 15 service technicians. The GPRS protocol provides, in particular, architectures and various interface layers (both hardware and software) for implementing a packet data system across existing wireless networks, regardless of the type wireless protocol (e.g., TD meg, CD meg, GSM) used by those networks. Certain GPRS protocols for implementing this architecture are described in the following
- 20 documents, each of which is incorporated in its entirety by this reference: (1) GPRS MS-SGSN LLC, GSM 04.64 (ETSI No. TS 101 351); (2) GPRS MS-SGSN SMDCP, GSM 04.65 (ETSI No. TS 101 297); (3) IW PLMN GPRS-PDN GSM 09.60 (ETSI No. EN 301 347); (4) GPRS PDN, GSM 09.61 (ETSI No. TS 101 348); and (5) Digital Cellular Telecommunications System (Phase 2+): GPRS Project scheduling and
- 25 open issues, GSM 10.60.

- In a GPRS capable network the handshakes generated by wireless devices inform the base stations that a particular transaction is a packet data transaction; in turn, the base stations so inform a base station controller, which can then route the packet data to a support node rather than an MSC and its supporting infrastructure.
- 30 The support node may communicate with other public wireless or wired networks or

with an IP (internet protocol) network. By, for instance, repackaging the wireless data message into an internet packet, the support node interfaces more easily between the base stations and the IP network than existing wireless systems. This protocol may result in not only higher data transmission rates (i.e., larger data payloads than the limited SMS packets), but also in faster data delivery since data transfer does not require signalling to set up connections among network elements.

#### Dispatch Software

Figures 4 through 8 depict exemplary steps implemented in software to operate a dispatch management application. By way of example, assume that dispatch software has been tailored for a gas, electric, water, telecommunications or other utility company. A dispatcher accesses a computer 130 running the dispatch software and connected to a communication device 112, such as an SMS capable phone, like a PCS-1900 telephone. The software first checks the connection at step 401 of the communication device 112 and computer 130, informing the dispatcher with an error message at 402 if there is no connection. Computer 130 then loads the user database at step 403 and the ticket or dispatch order database at step 404. Computer 130 automatically updates the status information and icons within the dispatch order database.

Thereafter, computer 130 enters one of four processes: process new messages function 405, create a new ticket function 406, view selected ticket function 407 or view all tickets function 408. Figures 4 through 8, respectively, detail the steps performed by these functions.

Figure 5 shows that when a reply message from a service technician arrives, step 501 processes the message, determining its originator, date and time, and other parameters for storage in the dispatch order database. Step 502 checks to confirm the dispatch order is in the database, and, if not, step 503 creates a new entry. If the dispatch order was in the database, step 504 updates the fields with the information from the reply message.

Whenever a job ticket is opened, i.e., connect electrical service, the dispatcher would click the "Create New Job Ticket" button on the main screen of the

application (see figure 2). This would open a new form for the dispatcher in which they could specify the service technician's name, job ticket number, work location and a description of the job that needs to be performed (see figure 3). Figure 6 shows that after the dispatcher presses the "send" button at step 601, the software reviews at step 602 the dispatch order to confirm that the minimum required fields are complete. Step 603 then formats the message for transmission.

To transmit in an SMS format, the software measures the message length. If the message is less than 160 characters, step 604 translates the message into an SMS message, updates the database and adds an order icon to the job list. If the message is more than 160 characters, step 605 creates multiple SMS messages and performs the other tasks set out in step 604. Persons skilled in the art will recognize that the dispatch software can be modified to parse dispatch orders into message packages having a variety of forms, lengths, fields, etc. Thus, by way of example, the message package can be parsed into a GPRS data packet for transmission over a GPRS network such as a two-way paging network. Or, currently deployed formats such as two-way paging could be used to transmit a message formatted by the dispatch software for that type of network. In any event, upon completion of the dispatch order form, after the dispatcher clicks the "Send" button, the steps identified in Figure 6 translate the information into a message that can be delivered over SMS, GPRS paging or other networks to the specified service technician.

Referring to Figure 1, the message is sent via the communications device 112 connected to her computer 130 to the desired service technician's communication device 110. Upon receipt of the SMS message, the service technician's communication device 110 notifies the driver (e.g., by beeping, vibrating or displaying the message) and the new job ticket is added to his database waiting for review. When the service technician is ready for the next assignment, she opens up the database on the dispatch order and drives to the specified address to perform the necessary job. She can then enter any pertinent information into the dispatch order ticket and mark it closed or put in another description, such as a description

indicating whether a new part is needed, whether another type of service is needed or whether payment was collected. She then presses the send button and the information is sent via the communication device 110 back to the dispatcher's communication device 112, and thence to the computer 130. The SMS message is  
5 processed by the dispatch software as described in Figures 4 and 5 so that the dispatch order is pulled, updated and restored to reflect the new information the service technician specified.

If the service technician closes the job or task to which the dispatch order relates, the dispatch software removes the ticket from the open list and adds it to the closed list under the proper service technician's name in the main display. The  
10 program will also update the ticket to show the time that the ticket was closed. The dispatcher can open up any dispatch order or job ticket listed on the main display and review the dispatch order information, as shown in Figure 7. The dispatcher also has the capability to view all dispatch orders and manually to close or delete a  
15 dispatch order, as shown in Figure 8. If a dispatcher manually closes a dispatch order, the notes field in the ticket is updated to show that it was closed by a dispatcher.

Since the display can become cluttered when there are a larger number of tickets, the dispatcher also has the ability to remove a ticket from view permanently.  
20 This can only be done to closed tickets. Removed tickets remain in the database but are marked in such a way that they will not show upon the main view.

Although the invention has been shown and described with respect to particular embodiments, it should be understood by those skilled in the art that various changes, omissions, and additions may be made to the form and detail of  
25 the disclosed embodiments without departing from the spirit and scope of the invention, as recited in the following claims.

What is claimed is:

1. A method for dispatching work orders and receiving status information concerning such orders via a communications network adapted to communicate short message service ("SMS") messages, the method comprising:

5 (a) coupling a communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in a SMS format;

(b) formatting a dispatch order into at least one SMS message; and

10 (c) forwarding the SMS message over the communications network to a selected communication device or a group of communication devices.

2. A method according to claim 1:

(a) in which the selected communication device is provided with a response to the dispatch order;

15 (b) formulating at least a portion of the response into a reply SMS message; and

(c) forwarding from the selected communication device the reply SMS message containing the response to the communication device, wherein the communication device provides at least a portion of the reply SMS message  
20 to the dispatch computer for storage or display.

3. A method according to claim 2 in which the response comprises status information describing the status of the dispatch order.

25 4. A method according to claim 1 further comprising programming the dispatch computer to:

(a) allow creation of a new dispatch order;

(b) determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one SMS message  
30 or multiple, related SMS messages;



(c) update a database associated with the dispatch computer that stores each dispatch order and information concerning the status of each dispatch order; and

(d) transmit upon command from the dispatch operator the one or multiple SMS message(s).

5 5. A method according to claim 4 further comprising

(a) displaying on the dispatch computer pending dispatch orders; and

(b) updating the database upon the receipt of a reply SMS message from a selected service technician concerning the dispatch order being addressed by the service technician.

10 6. A method for dispatching orders to service technicians remotely and receiving responsive information from such technicians concerning the orders via at least one wireless network adapted to transmit short messaging service ("SMS") messages to allow communication among a central processor and service technicians without making a wireless telephone call, the method comprising:

(a) providing each service technician with a processor and a transceiver adapted to communicate via SMS messages;

20 (b) periodically causing the central processor to formulate a short message to a selected service technician processor that provides that service technician a dispatch order;

(c) transmitting the message over the wireless network via a short messaging center coupled to a mobile switching center within the wireless network; and

25 (d) receiving the message at the selected service technician's transceiver.

7. A method according to claim 6 further comprising receiving from the selected service technician a response message indicating the status of the order.

8. A method according to claim 7 further comprising receiving and storing response messages from multiple service technicians, in which each response message indicates the status of a dispatch order being fulfilled by the respective service technician.

9. A method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area, the method comprising:

- (a) formulating at a central processor a message to at least one of the service technicians for wireless transmission according to a preselected format;
- (b) transmitting the message to a network element for identifying that message; and
- (c) transferring the message from the network element to a communication device associated with the selected service technician, wherein the communication device is adapted to cause the message to be displayed to the service technician and is capable of forwarding from the service technician a reply message concerning the status of a dispatch order.

10. A method according to claim 9 in which the preselected format is SMS and the network element is a short messaging center ("SMSC").

11. A method according to claim 9 in which the preselected format is GPRS and the network element is a base station control determines that the message is a GPRS data transmission and routes the message to a second network element comprising a support node.

12. A method according to any of claims 9 through 11 in which the central processor receives multiple messages from the service technicians.

13. A method according to claim 12 in which the central processor receives messages and places the received messages into a database comprising various fields describing dispatch orders and their status.

5 14. A method according to claim 12 in which the central processor provides default fields to a dispatch operator for formulating a dispatch work order.

15. A method according to claim 14 in which the dispatch work order is formulated into at least one SMS message by the central processor, which thereafter  
10 forwards at least one SMS message for delivery to the selected service technician.

16. A method according to claim 14 in which the central processor updates the database of dispatch orders to indicate the status of the dispatch orders or to remove the dispatch orders from the database upon command from the dispatch  
15 operator.

FIG. 1

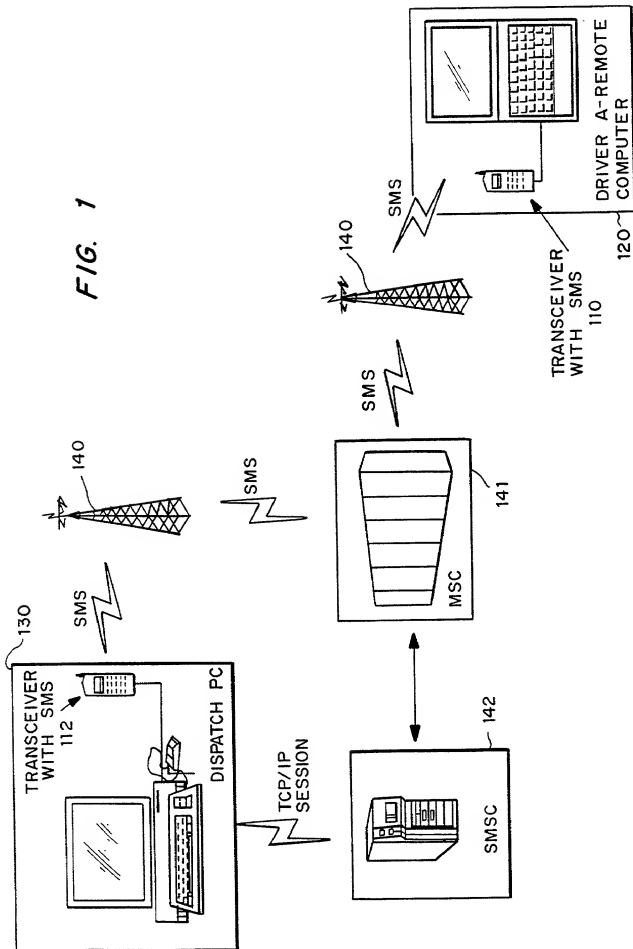
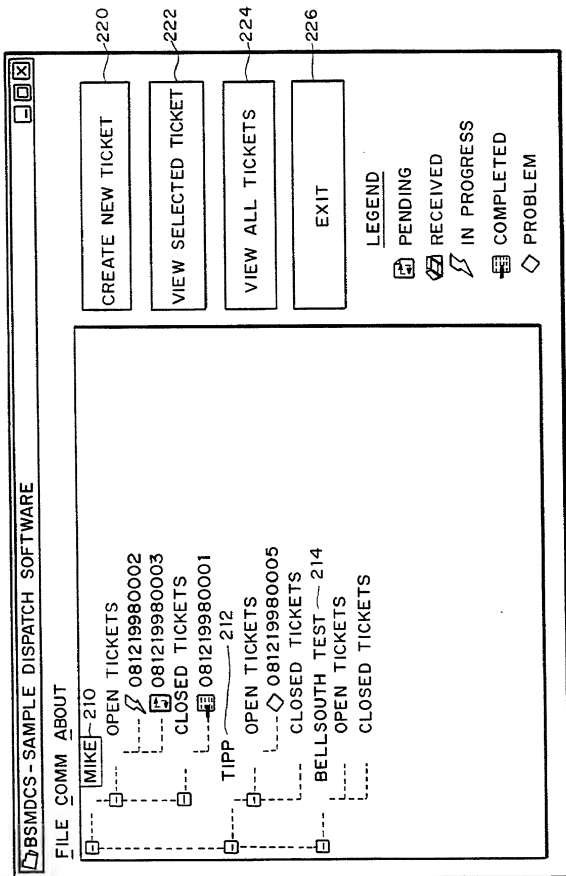


FIG. 2



*FIG. 3*

DISPATCH APPLICATION □ □ ☒

DRIVER :

PRIORITY :

JOB NUMBER :

CREATED :

JOB TYPE :

CITY :

STATE :

ZIP :

LAST METER READING :

NOTES :

300



4/8

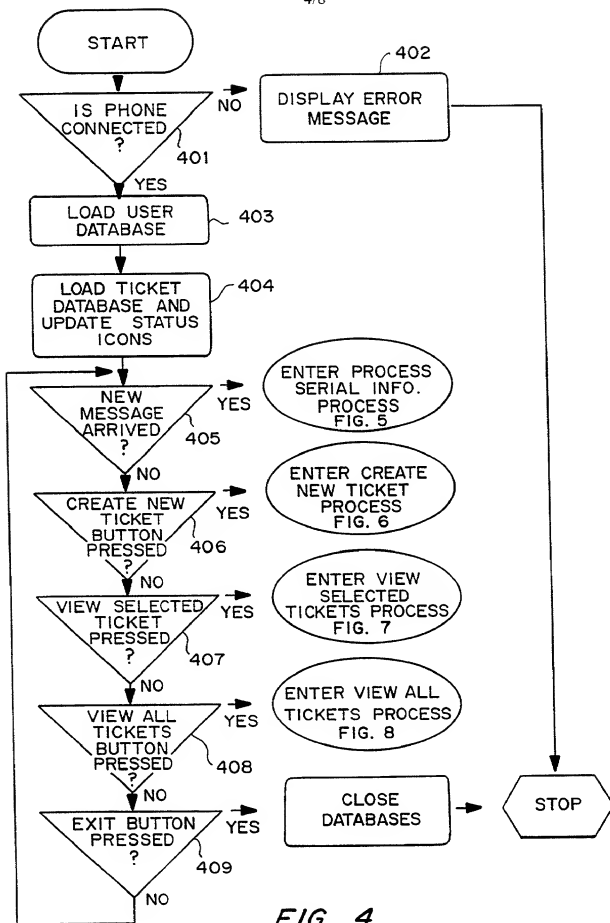


FIG. 4

FIG. 5

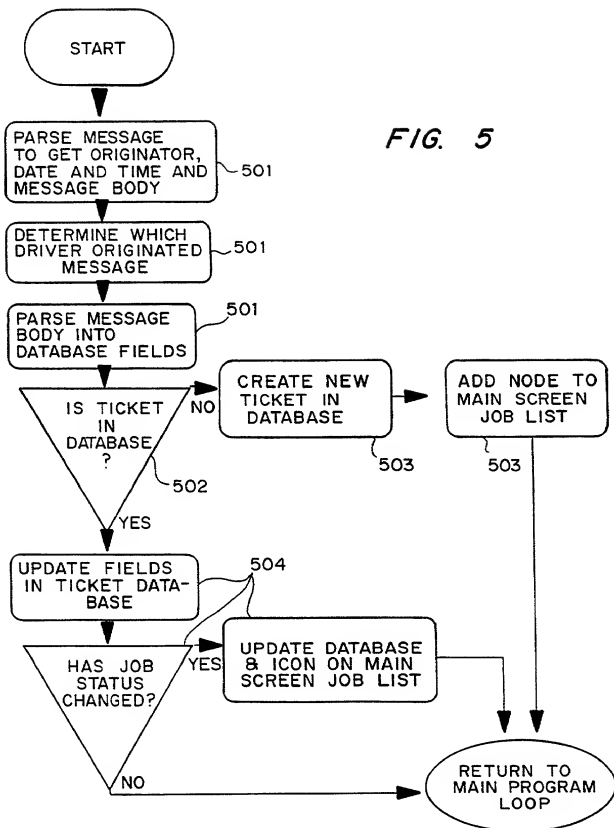




FIG. 6

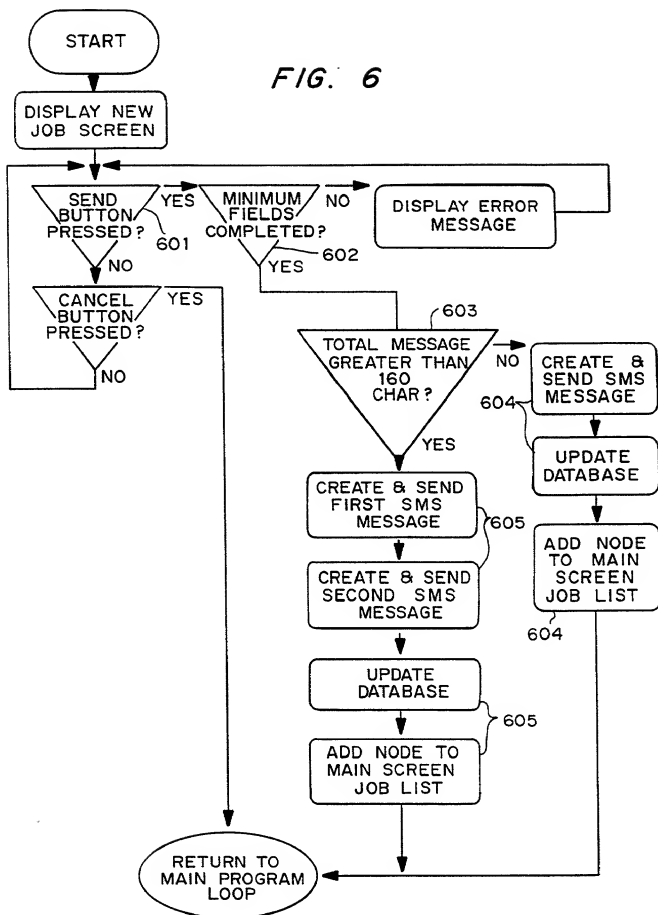


FIG. 7

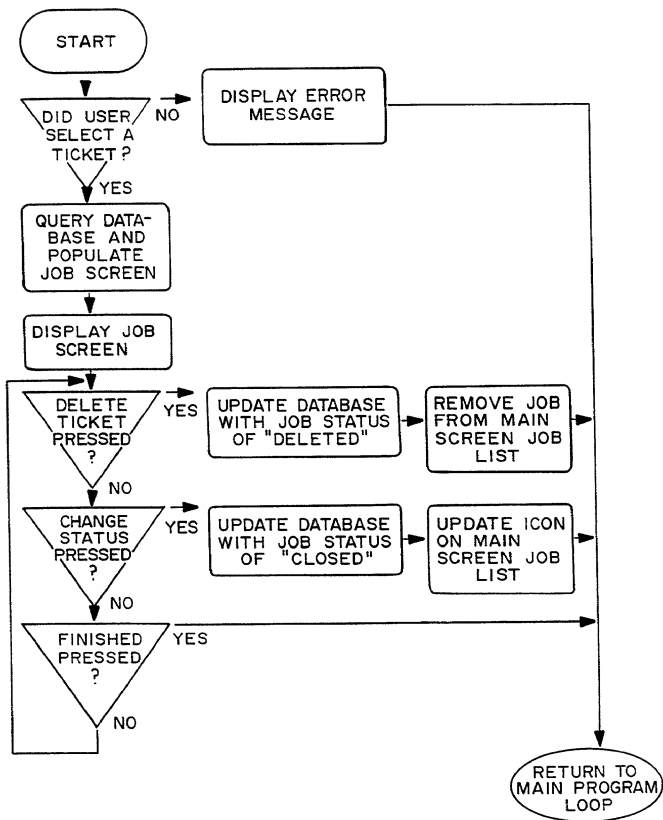
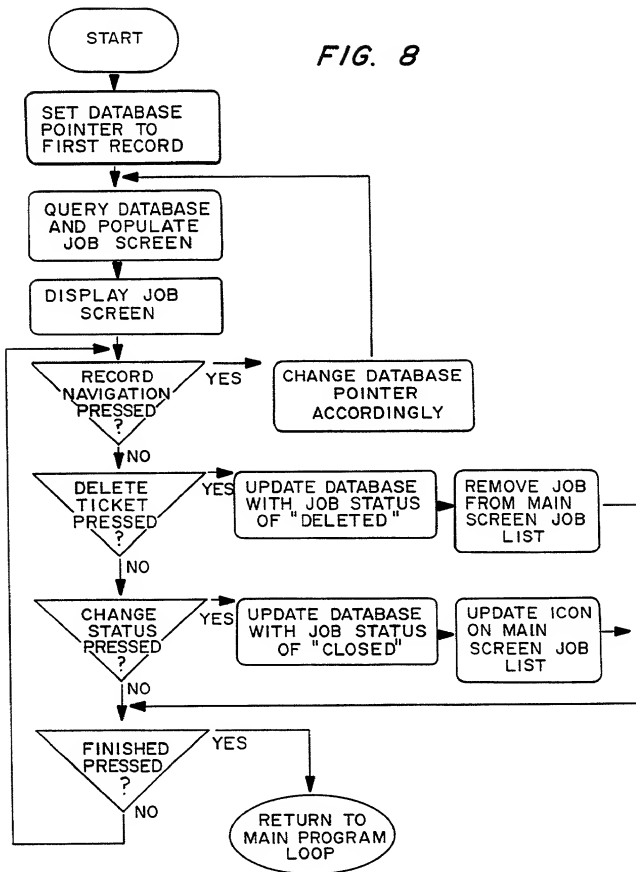


FIG. 8



**DECLARATION FOR PATENT APPLICATION**☒ Original☐ Supplemental☐ Substitute☐ PCT

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below), or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**DISPATCH APPLICATION UTILIZING SHORT MESSAGE SERVICE**  
(Title of the Invention)

the specification of which (check one)

☐ is attached hereto☒ was filed on July 6, 1999 as U. S. Application Serial Number or PCT

International Application Number PCT/US99/15137

and was amended

(if applicable)

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 (a) - (d) or § 365(b) of any foreign application(s) for patent or inventor's certificate, or § 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified, by checking the box below, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Applications			Priority Claimed		Copy Attached	
Application Number	Country	Foreign Filing Date (MM/DD/YYYY)	YES	NO	YES	NO

I hereby claim the benefit under Title 35, United States Code § 119(c) of any United States provisional application(s) listed below and claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or § 365(c) of any PCT international application(s) designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application(s) in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

Parent Application Number	Filing Date	Status (Mark Appropriate Column Below)		
		Patented	Pending	Abandoned
60/091,810	July 6, 1998			

As a named inventor, I hereby revoke all prior powers and appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

FIRM NAME: **KILPATRICK STOCKTON LLP**, 1100 Peachtree Street, Suite 2800, Atlanta, Georgia 30309-4530

Attorney and/or Agent	Registration No.
Charles Y. Lackey	<u>22,707</u>
John M. Harrington	<u>25,592</u>
John S. Pratt	<u>29,476</u>
A. Jose Cortina	<u>29,733</u>
James L. Ewing, IV	<u>30,630</u>
Charles W. Calkins	<u>31,814</u>
George T. Marcou	<u>33,014</u>
Dean W. Russell	<u>33,452</u>
Richard A. Clegg	<u>33,485</u>
Richard T. Peterson	<u>35,320</u>
Charles T. Simmons	<u>35,359</u>
Nora M. Tocups	<u>35,717</u>
Bruce D. Gray	<u>35,799</u>
Theodore R. Harper	<u>35,890</u>
Geoff L. Sutcliffe	<u>36,348</u>
Pat Winston Kennedy	<u>36,970</u>
James E. Ruland	<u>37,432</u>

Attorney and/or Agent	Registration No.
Mitchell G. Stockwell	<u>39,389</u>
Michael J. Turton	<u>40,852</u>
Yoncha L. Kundupoglu	<u>41,130</u>
Benjamin D. Driscoll	<u>41,571</u>
Alana G. Kriegsman	<u>41,747</u>
J. Steven Gardner	<u>41,772</u>
James J. Bindseil	<u>42,326</u>
R. Todd Morgan	<u>43,815</u>
Edwina Thomas Washington	<u>43,187</u>
Camilla Camp Williams	<u>43,992</u>
Carl B. Massey	<u>44,224</u>
R. Whitney Winston	<u>44,432</u>
John William Ball, Jr.	<u>44,433</u>
Dawn-Marie Bey	<u>44,442</u>
Tiep Nguyen	<u>P 44,465</u>
Kristin L. Johnson	<u>P 44,807</u>
Rebecca J. Kaufman-Gessner	<u>P 44,819</u>
J. Jason Link	<u>P 44,874</u>

I acknowledge the above-listed attorneys and agents and their firm Kilpatrick Stockton LLP represent my employer (if I am an employee and this application has been or will be assigned to my employer) or the entity with which I have contracted (if I am an independent contractor and this application has been or will be assigned to such entity) and in such cases do not represent me individually. I further acknowledge I have not established, nor will I seek to establish, any personal attorney/client relationship with Kilpatrick Stockton LLP in connection with this application and understand that, should I require legal representation, I will obtain such, at my expense, other than through Kilpatrick Stockton LLP.

Send Correspondence to:

John S. Pratt, Esq.  
Kilpatrick Stockton LLP  
1100 Peachtree Street, Suite 2800  
Atlanta, Georgia 30309-4530

Direct telephone calls to:

Nora M. Tocups (404) 815-6213

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first inventor

John P. Hart

Date 8/18/99

Inventor's signature

JPH

Residence

1004 Shannon Court, Raleigh, North Carolina 27603 NC

Citizenship USA

Post Office Address

Full name of second inventor

Wayne H. Smith

Date

Inventor's signature

Residence

179 Queen Street, Charleston, South Carolina 29401-6911

Citizenship USA

Post Office Address

I acknowledge the above-listed attorneys and agents and their firm Kilpatrick Stockton LLP represent my employer (if I am an employee and this application has been or will be assigned to my employer) or the entity with which I have contracted (if I am an independent contractor and this application has been or will be assigned to such entity) and in such cases do not represent me individually. I further acknowledge I have not established, nor will I seek to establish, any personal attorney/client relationship with Kilpatrick Stockton LLP in connection with this application and understand that, should I require legal representation, I will obtain such, at my expense, other than through Kilpatrick Stockton LLP.

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Full name of sole or first inventor

John P. Hart

Inventor's signature

Date

Residence

1004 Shannon Court, Raleigh, North Carolina 27603

Citizenship USA

Post Office Address

Full name of second inventor

Wayne H. Smith

Inventor's signature

Date

Residence

179 Queen Street, Charleston, South Carolina 29401-6911

Citizenship USA

Post Office Address